

May 2002

B007466

STATE OF UTAH DAS/MOTOR POOL
PO BOX 141152
SALT LAKE CITY, UT 84114-1152

Your Vehicle Identification Number: 1FBNE31S12HA30268



Vehicle Emissions Control Information label.

Your Ford E-Series is supplied with a Vehicle Emissions Control Information (VECI) label for evaporative emissions. It has come to our attention that the label on your vehicle contains incorrect information and needs to be replaced to comply with federal emissions regulations. Please keep in mind that your E-Series meets all current vehicle emissions standards – only the label needs attention.

Here's what you should do.

Follow these easy steps to replace your current VECI label.

1. Open the hood and locate the VECI label on the upper radiator support (see figure 1).
2. Remove the label. Some adhesive and print will remain in the area. Clean the area using the included label adhesive cleaning pad.
3. Peel the included new label from its backing and apply it to the cleaned area.

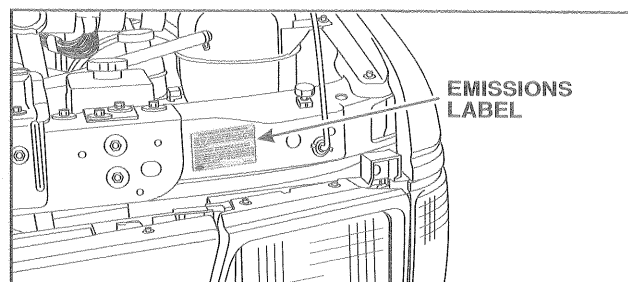


Figure 1

If you prefer, your Ford Dealer will replace the label at no cost.

If you do not wish to replace the VECI label yourself, you can contact your dealer to set up a service date for Field Service Action 02L09. Make sure to bring the new label and cleaning pad, along with this letter, to the dealership when you take your vehicle in for service. Although this repair requires less than one-half day of service, your dealer may need to keep your vehicle for a longer period of time due to scheduling requirements. This service is available through October 31, 2002.

Log on to www.dealerconnection.com to locate the dealer nearest you.

Quality Care: a commitment worth sticking to.

Quality Care is the commitment of Ford and its dealerships to provide you with a superior service and ownership experience. We stand committed with our dealers to assist you with all of your automotive service needs so that your vehicle maintains peak performance throughout your ownership experience.

Any questions or concerns?

If you have any difficulty getting your VECI label replaced promptly and without charge, please contact your dealer's service manager for assistance. If you need further assistance, please contact the Ford Motor Company Customer Relationship Center and one of our representatives will be happy to help. Be sure to note your vehicle identification number listed at the beginning of this letter.

Call:

1-866-436-7332 toll-free

1-800-232-5952 (TDD for persons with hearing impairments)

Office Hours (Eastern Standard Time):

Monday through Friday: 8 a.m. – 11 p.m.

Saturday: 8 a.m. – 6 p.m.

Information at your fingertips.

Now you can access owner updates, maintenance suggestions, how-to tips and more with the new "My Ford" website for owners. Visit www.fordvehicles.com and click on the "My Ford owner site" link in the "OWN" section to register for this exclusive service.

We apologize for any inconvenience this has caused and thank you for your cooperation.